TANDBERG See&Share™

User's Guide

D13166 REV.01

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Contents

Overview

Introducing TANDBERG See&Share Software

The TANDBERG See&Share data conferencing software offers end users a simple and secure way to share information displayed on their computer desktop with other participants in a video conference. With this software anyone can create a data conference that others can join, and anyone in the data conference can become the host by sharing their desktop.

Any participant can easily send an email invitation to others. Those who receive the invitation can use it to launch the TANDBERG See&Share client and join the conference.

Participants can annotate over the shared desktop, use a screen pointer and request permission to take over sharing. These features can however be disabled upon the conference host's request.

TANDBERG See&Share is integrated with the TANDBERG Management Suite (TMS), allowing end users to easily schedule a video conference with data conferencing. When scheduling the conference in TMS, an option is given to include data conference with the video conference. When the booking is complete, the booking-confirmation email sent out from TMS will include a link to the data conference. This link can then be forwarded to all the desired data conference participants. At the conference's scheduled start time, participants can simply click on the data conference link received in their email, to launch the See&Share client software.

People who don't have access to e-mail can launch the software from a web address and select the conference they wish to join.

For more information about how to use TMS, please refer to the TMS User Manual (D12786).

The TANDBERG See&Share data conferencing software is a client/server application. Usage of the client application is described in this manual. For information about the server components, please refer to the System Administrator Guide.

Recommended Client System Requirements

For best performance, we recommend you install the client on a computer that meets the following requirements:

- Pentium II, 150 MHz (II/400 recommended)
- Windows 98, 2000 and XP operating system
- 64 MB RAM (128 recommended)
- 1 MB of available disk space
- an internet connection (minimum 56 Kbps transfer rate recommended)

Changing the Display Colors of Your Desktop

For best display quality, we recommend that you use the High Color (16 bit) or True Color (32 bit) display setting. If you share your desktop with the display setting at 16 Colors or 256 Colors, the quality of the shared display will be lower.

To change the display colors of your desktop

1 Select **Start > Settings > Control Panel**.

The *Control Panel* opens.

2 Double-click **Display**.

The *Display Properties* dialog box opens.

3 Click the **Settings** tab.

4 In the **Colors** or **Color Quality** list, select **High Color (16 bit)** or **True Color (32 bit)**.

5 Click **OK**.

Starting and Exiting TANDBERG See&Share Software

To start See&Share software

Click the link in your e-mail invitation to the conference and click the '**Open**' button in the *File Download* dialog box. The TANDBERG See&Share Loader starts the software and the conference opens automatically. If you don't already have the See&Share software, it is downloaded for you,

OR

If you downloaded TANDBERG See&Share software to a file, open it now.

OR

Go to the download URL for TANDBERG See&Share software provided by your system administrator.

Note: The See&Share software requires Internet Explorer to be installed on the client system to join a conference by clicking on the link in your email invitation.

To exit See&Share software

1 Click the button in the title bar.

2 If you're the host or you're viewing the shared desktop in Full Screen view, click the **Exit** button in the message that appears.

Conducting a Data Conference

Connecting to a Server

Under most circumstances, you won't need to use this procedure. When you join a conference using the link in an e-mail invitation, you're automatically connected to the right server. In addition, when you open TANDBERG See&Share software from a downloaded file or URL, you're automatically connected to the last server you used. You only need to specify the server if you're using the software for the first time or you want to use a different server than was selected automatically.

To select a server

1 Start the TANDBERG See&Share software client.

The *TANDBERG See&Share Data-Conferencing Software* window opens.

2 In the **Server name** box, select a server from the list.

OR

In the **Server name** box, type the host name provided by your system administrator and click the **Connect** button.

Although you can also enter an IP address, we recommend that you use the server name instead. If you use an IP address, some users may not be able to create or join conferences on a server that has different IP addresses for inside and outside the firewall

The See & Share software client will connect to the server. If your system administrator has imported a Secure Sockets Layer (SSL) certificate, the name of the certificate will appear under the Connect button.

Viewing SSL Certificate Details

TANDBERG See&Share software uses SSL technology to provide a secure communications channel between See&Share software clients and the server. Whenever a data conference participant connects to a secure server, the client retrieves the server's certificate, and uses it to validate the server and ensure that it is not an imposter.

A default SSL certificate is assigned to TANDBERG See&Share software during installation. However, for optimum security, your system administrator should replace this certificate with one purchased from VeriSign® Inc. If your system administrator has replaced the default SSL certificate with one for your organization, the SSL certificate will be identified in the bottom-left corner of the *TANDBERG See&Share Data-Conferencing Software* window as shown below.

WARNING: If the lock is open, the connection is insecure. The server is attempting to communicate in secure mode, but the client is unable to validate the certificate. Inform your system administrator immediately if the lock is open or the SSL certificate is not the appropriate one provided by your organization.

To view certificate details

For further description of the company that is hosting the server, click the **Details** link in the *TANDBERG See&Share Data-Conferencing Software* window.

Creating a Data Conference

When a video conference with data collaboration is booked in TMS, a data conference instance will automatically be created when the video conference is scheduled to start. Each participant can then join in on the data conference by clicking on the provided conference link received in their email invitation from TMS.

It is also possible to manually create a data conference, i.e. without making any booking in TMS. This can be done on-the-fly by anyone of the participants.

To create a data conference

1 Start the TANDBERG See&Share software client.

The *See&Share Data-Conferencing Software* window opens and you're automatically connected to the last server you used.

2 If this is the first time you've used the client or you want to change the default server, follow the instructions under Connecting to a Server.

3 Click the **Create** button.

The *Create Conference* dialog box appears.

4 Under **Conference information**:

a Enter a **Conference name**.

b If desired, enter a **Password** for the conference. Then enter the password again under **Confirm password**.

NOTE: We strongly recommend that you restrict access to your conference by assigning it a password.

5 Under **User Information**, enter your name.

6 Click **OK**.

If the system administrator assigned a password for creating conferences, the *Creation Password* dialog box opens.

7 If required, enter the **Creation Password** your system administrator gave you and click **OK**.

NOTE: Your system administrator decides whether a conference creation password will be required. This password differs from the conference password. While a conference password restricts who can access a particular conference, the conference creation password restricts who can create conferences.

The *Viewing Host's Desktop* window appears with your name in bold on the list of participants. As other participants join the conference, their names are added to the list. The total number of participants is indicated at the top of the list.

8 Send e-mail invitations to the other participants or give them the conference name and password over the phone.

9 Any participant can now share their desktop.

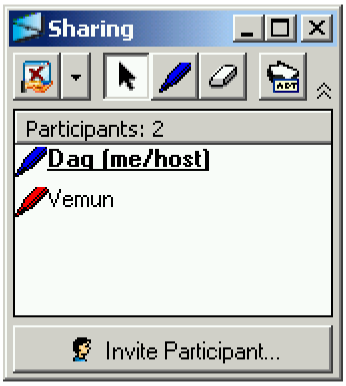
NOTE: The person who created the conference doesn't have to be the first one to share a desktop.

Inviting Participants

Any meeting participant can invite new people to join the data conference. This can be done directly from the TANDBERG See&Share software without having to do any action towards TMS. This feature can be disabled by your system administrator.

To invite participants

1 The Invite Participants button is always available to all participants. However, you may need to expand your toolbar to see it. If you don't see the Invite Participants button, click the double arrow at the right end of the toolbar.



2 Click the **Invite Participant** button.

The *Invite Participant* dialog box opens.

3 If you have access to e-mail, click the **E-mail** button. A new message window opens with a link to the conference in the body of the e-mail. Select the people you want to invite and click the **Send** button.

OR

If you don't have access to e-mail, use the data conference information displayed in the dialog box to invite the participants by phone and then click the **Dismiss** button.

Joining a Data Conference

End users can easily join a data conference by following the directions described below. This applies to both data conferences created by TMS as well as data conferences created maually.

To join a data conference

1 Click the link in your e-mail invitation to the conference. TANDBERG See&Share software starts and the conference opens automatically.

OR

If you downloaded TANDBERG See&Share software to a file, open it now. Use the default server or select a different one. Then select from the **Active conferences** and click the **Join** button.

OR

Use the download URL for TANDBERG See&Share software provided by your system administrator. Use the default server or select a different one. Then select from the **Active conferences** and click the **Join** button.

The *Join Conference* dialog box opens.

2 Enter **Your name**.

3 Enter the **Conference password**, if required. This field isn't displayed if a password wasn't assigned when the conference was created.

4 Click **OK**.

The *Viewing Host's Desktop* window appears with your name in bold under the list of participants.

NOTE: The person who created the conference doesn't have to be the first one to share a desktop. Any participant can become the host of the conference by sharing a desktop.

Leaving a Data Conference

To leave the data conference

1 Click the button in the title bar of the current window or toolbar for See&Share software.

2 If you're the host or you're viewing the shared desktop in Full Screen view, click the **Exit** button in the message that appears.

The conference remains open until all participants leave. If the person who was sharing a desktop leaves the conference, any one of the remaining participants can become the new host by sharing a desktop.

Sharing Your Desktop

Sharing Your Desktop

Any participant can become the host of the conference by sharing a desktop. The person who created the conference does not have to be the first one to share a desktop.

To share your desktop

TIP: If you're using the Windows 2000 or XP operating system, you may want to disable the hardware acceleration setting on your system before you begin sharing. Disabling hardware acceleration improves the performance of your system and may result in better quality in the shared display. Hardware acceleration is usually only set high for computer games and similar applications. Please refer to chapter on 'Improving Sysem Response on the Host's Computer' for further details.

1 Start the application and open the file you want to share. Although you can do these things after you share your desktop, doing it beforehand makes better use of other people's time.

2 In the *See&Share Data-Conferencing Software* window, click the **Share Desktop** button. 

The *See&Share Data-Conferencing Software* window is replaced by the *Sharing* toolbar.

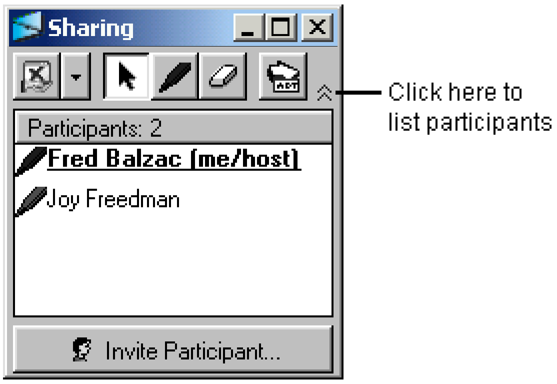
TIP: If you don't need the annotation tools for your conference, you may want to reduce this toolbar to make it less obtrusive. Click the  button in the title bar. The toolbar reduces to the size of the title bar.

TIP: If you're using the Windows 2000 or XP operating system, click the See&Share software icon in the title bar and select **Transparent Toolbar**. That way you'll be able to read the underlying application no matter where this toolbar is positioned. However, this feature is not available for the Windows 98 operating systems.

Listing Current Participants

To list current participants while sharing your desktop

Click the double arrow at the right end of the *Sharing* toolbar. The toolbar expands to include a list of participants. Each name is accompanied by a pen icon in the color of ink assigned to that person.



NOTE: Participants can customize the properties of their own pen.

If the system response on a participant's computer begins to lag behind the conference, an hourglass appears next to the name of the participant experiencing a delay, along with a number specifying the length of the delay. For more information, refer to Improving System Response.

To close the list of participants

Click the double arrow again.

Improving System Response on the Host's Computer

If you're using the Windows 2000 or XP operating system, you may want to disable the hardware acceleration setting on your system before you begin sharing. Disabling hardware acceleration improves the performance of your system and may result in better quality in the shared display. Hardware acceleration is usually only set high for computer games and similar applications.

To disable hardware acceleration

1 Press the **Start** button and select **Settings > Control Panel**.

The *Control Panel* opens.

2 Double-press on **Display**.

The *Display Properties* dialog box opens.

3 Press the **Settings** tab.

4 Press the **Advanced** button.

5 Press the **Performance** or **Troubleshooting** tab in the dialog box that appears.

6 Drag the slider under **Hardware Acceleration** to the **None** setting.

7 Press the **Apply** and **OK** buttons.

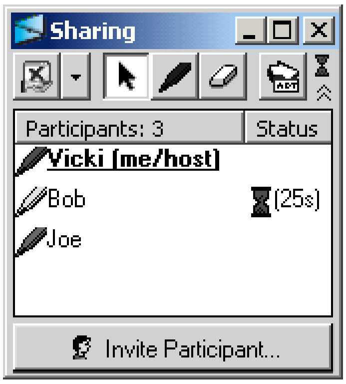
Improving System Response on the Participants' Computers

To monitor the system response on participants' computers

When the system response on a participant's computer begins to lag behind the conference, an hourglass appears in the *Sharing* toolbar.

If the list of participants is closed, the hourglass appears above the double arrow at the right end of the toolbar.

If the list of participants is open, an hourglass appears next to the name of the participant experiencing a delay, along with a number indicating the length of the delay. (To open the list of participants, click the double arrow.)



A yellow hourglass indicates the participant's computer is 5–15 seconds behind the host's presentation. A red hourglass indicates the participant's computer is more than 15 seconds behind.

The list of participants is divided into two columns to accommodate the extra information. If you have difficulty reading all of the information, resize the columns. Position the mouse over the break between columns in the header until a crosshair with left and right arrows appears. Then drag the break to the position you want.

The hourglass is displayed on everyone's computer. This allows the host to adjust the speed at which the conference is delivered and other participants to adjust the speed at which they annotate over the shared desktop.

To improve the system response on participants' computers

As the host, you can improve the participants' system performance as follows:

- Make sure the Full Color setting has been disabled
- Avoid sharing animations and complex graphics

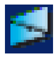
Enabling or Disabling Full Color Display

By default, your shared desktop is displayed to other participants using the display setting of 256 colors. You can improve the display quality of your shared desktop by enabling the Full Color setting. However, you need to balance expectations for display quality against the limitations of the computer systems in the conference. The higher the display quality, the greater the demands placed upon the computer systems in the conference. If participants are experiencing delays, we recommend that you do not use the Full Color setting.

To enable or disable full color display of the shared desktop

Click the arrow beside the **Stop Sharing Your Desktop** button, and select or clear **Share Full Color**. A check mark appears beside the command when it's enabled.

Making the Sharing Toolbar Transparent



If you're using the Windows 2000 or XP operating system, click the See&Share software icon in the title bar and select Transparent Toolbar. That way you'll be able to read the underlying application no matter where this toolbar is positioned.

This feature is not available for the Windows 98 operating systems.

Stop Sharing Your Desktop

When you grant permission for another participant to take over sharing, you stop sharing your desktop automatically. You can also choose to stop sharing your desktop at any time.

To stop sharing your desktop

Click the **Stop Sharing** button in the *Sharing* toolbar.

Taking Over Sharing a Desktop

As the host, the person currently sharing a desktop controls who can take over sharing. The host may also prevent all requests to take over sharing. When this is the case, the **Take Over Sharing** button is grayed out and requests can't be made. Even when requests can be made, the host decides whether to grant each one.

To take over sharing a desktop

1 Start the application and open the file you want to share. Although you can do these things after you take over sharing, doing it beforehand makes better use of other people's time.

2 In the *Viewing Host's Desktop* window, click the **Take Over Sharing** button.

The host receives a message requesting permission for you to take over sharing. If the host grants permission, you become the host and your desktop is shared. The *Sharing* toolbar appears on your desktop.

Changing Sharing and Annotation Options

NOTE: Only the host can change sharing and annotation options.

Enabling or Disabling Sharing Requests

By default, any participant can request to take over sharing. However, if you prefer not to be interrupted while sharing your desktop, you can prevent others from asking to take over sharing.

To enable or disable sharing requests

Click the arrow beside the **Stop Sharing Your Desktop** button, and select or clear **Enable Sharing Requests**. A check mark appears beside the command when it's enabled.

Enabling or Disabling Annotations

By default, any participant can write on the shared desktop, erase annotations or activate a separate floating screen pointer. However, if you prefer to not be interrupted while sharing your desktop, you can prevent others from using these functions on the shared desktop.

To enable or disable annotations on the shared desktop

Click the arrow beside the **Stop Sharing Your Desktop** button, and select or clear **Enable Remote Annotations**. A check mark appears beside the command when it's enabled.

Enabling or Disabling Full Color Display

By default, your shared desktop is displayed to other participants using the display setting of 256 colors. You can improve the display quality of your shared desktop by enabling the Full Color setting. However, you need to balance expectations for display quality against the limitations of the computer systems in the conference. The higher the display quality, the greater the demands placed upon the computer systems in the conference.

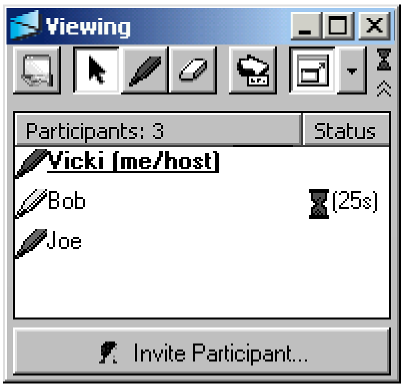
To enable or disable full color display of the shared desktop

Click the arrow beside the **Stop Sharing Your Desktop** button, and select or clear **Share Full Color**. A check mark appears beside the command when it's enabled.

Viewing the Host's Desktop

Monitoring Your System Performance

If you're in normal view and your system begins to lag behind the data conference, an hourglass appears next to your name in the list of participants. In Full Screen view, the hourglass appears at the top of the Viewing toolbar and the expanded list of participants.



A number indicating the length of the delay appears next to the hourglass beside your name. A yellow hourglass indicates that your computer is 5–15 seconds behind the host's presentation. A red hourglass indicates that your computer is more than 15 seconds behind.

The list of participants is divided into two columns to accommodate the extra information. If you have difficulty reading all of the information, resize the columns. Position the mouse over the break between columns in the header until a crosshair with left and right arrows appears. Then drag the break to the position you want.

Your host can take steps that may improve your system response.

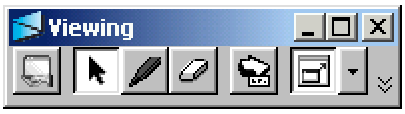
Using Full Screen View

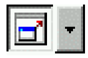
By default, the shared desktop appears within a window. If you prefer a display that more closely resembles a slide show presentation, use the Full Screen view. The view you choose is only displayed on your desktop. View settings are specific to each participant.

To activate Full Screen view

1 Click the **Full Screen** button.

The *Viewing* toolbar appears.



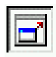


2 If you still see scroll bars on your display, click arrow beside the **Return to Normal** button and select **Fit to Window**.

TIP: If you don't need the annotation tools for your conference, you may want to reduce this toolbar to make it less obtrusive. Click the  button in the title bar. The toolbar reduces to the size of the title bar.

TIP: If you're using the Windows 2000 or XP operating system, click the See & Share software icon in the title bar and select **Transparent Toolbar**. That way you'll be able to read the underlying application no matter where this toolbar is positioned. However, this feature is not available for the Windows 98 operating system.

To return to Normal view



Click the **Return to Normal** button.

Using Fit to Window View

When a shared desktop is first displayed on your computer monitor or interactive whiteboard, you may need to use scroll bars in order to see the entire desktop. However, you can eliminate the need for scroll bars by activating the Fit to Window view.

NOTE: The view you choose is only displayed on your desktop. View settings are specific to each participant.

To activate/deactivate the Fit to Window view

Click the arrow beside the **Full Screen** button, and select or clear **Fit to Window**.
A check mark appears beside the command when it's enabled.

Keeping the Shared Desktop on Top

If you're observing a conference while completing other tasks, you may want to use the Keep on Top option to ensure that you don't inadvertently cover up the shared desktop window.

To enable or disable the keep on top setting

Click the See&Share software icon in the left corner of the title bar, and select or clear **Keep on Top**.
A check mark appears beside the command when it's enabled.

Annotating Over the Host's Desktop

Using the Floating Screen Pointer

The Screen Pointer button enables any participant to position a floating arrow on the shared desktop to emphasize a point. By default any participant can activate a separate screen pointer. However, the current host can change this setting to prevent all other participants from activating screen pointers desktop.

NOTE: When annotations have been disallowed, the Screen Pointer button in the *Viewing Host's Desktop* window is grayed out.

To position your screen pointer

1 Click the **Screen Pointer** button.

A floating arrow appears, with a label identifying who activated it. For the first few seconds, the floating arrow flashes red to alert participants of its presence.

More than one floating arrow can be used at a time. In fact, every participant can activate a separate one.

Click the arrowhead and drag the floating arrow to the position you want.

Circular arrows appear in the arrowhead while it is being repositioned, indicating that the arrow can be pointed in a new direction.

The floating arrow points in the direction to which it was dragged. For example, if you drag the arrow from left to right, it points to the right.

To dismiss your screen pointer

Double-click the floating arrow.

OR

Click the **Screen Pointer** button.

NOTE: If you're the host, you can also dismiss screen pointers activated by any of the other participants. Just double-click on any floating arrow to dismiss it.

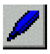
Writing on the Shared Desktop

By default any participant can write on the shared desktop. However, the current host can change this setting to prevent all of the other participants from writing on the shared desktop.

NOTE: When annotations have been disallowed, the Pen button in the *Viewing Host's Desktop* window is grayed out.

To write on the shared desktop using the Pen button

1 Click the **Pen** button.

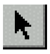


Refer to *Customizing the Pen* in the next section if you want to change the properties of this button.

2 Click and drag with the mouse.

A line of electronic ink appears over the shared desktop and your annotations are displayed to all of the other participants. There are no restrictions on how many participants can annotate at the same time.

3 When you finish annotating, click the **Mouse Cursor** button to restore left-mouse mode.

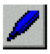


Customizing Your Pen

Participants can only customize the properties of their own pen button. Use this feature if you want to change the color, width or transparency of your pen.

To customize the properties of your pen button

Double-click or right-click the Pen button.



The *Configure Tool Settings* dialog box opens.

1 Select a **Color**. For an expanded palette of colors, click the **More** button.

2 Select a **Width**. The width range is from 1 to 32 pixels and the default is 2 pixels.

3 If you want to use the pen as a highlighter, click the box beside **Transparent**.

4 Click **OK**.

The icon next to your name in the list of participants changes to reflect your choice.

Erasing on the Shared Desktop

By default any participant can erase annotations on the shared desktop. However, the current host can change this setting to prevent all of the other participants from erasing annotations on the shared desktop.

NOTE: When annotations have been disallowed, the Eraser button in the *Viewing Host's Desktop* window is grayed out.

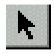
To erase annotations using the Eraser button

Click the **Eraser** button.

The cursor immediately changes to an eraser icon.

Click and drag the mouse over the annotations you want to erase.

Click the **Mouse Cursor** button to restore left-mouse mode.



TIP: If you're the host, you may be able to clear all annotations by clicking the **Mouse Cursor** button and then clicking anywhere on the shared desktop.

Capturing the Annotations (Print Screen Key)

Any participant can obtain a record of the annotations on the shared desktop by taking a standard screen capture. Press the **Print Screen** key on your keyboard to capture the entire screen or **ALT + Print Screen** to capture the active window.